

Cable TV Survey 2014, Village of Tuxedo Park, NY

The Village of Tuxedo Park, NY is currently in the process of reviewing the operation of Cablevision in renewing the franchise agreement with the Village of Tuxedo Park. Your comments and input are an important part of this review. The purpose of this survey is to hear from you directly what you need and/or expect from your local cable company so, we can communicate to them your comments and concerns. We would appreciate your help by completing this survey.

You can send your survey to: Village Clerk Debbie Matthews, attention Trustee Guinchard:  
P. O. Box 31, 80 Lorillard Road, Tuxedo Park, NY 10987, or email [dmatthews@tuxedopark-ny.gov](mailto:dmatthews@tuxedopark-ny.gov), or fax to the Village office at 845-351-2668.

**Deadline to submit survey is February 18, 2014**

Regards,  
Mary Jo Guinchard  
Trustee, Village of Tuxedo Park  
713-501-9960 (c)  
[trusteemaryjo@gmail.com](mailto:trusteemaryjo@gmail.com)

1. How do you receive your television, internet, phone signal?  
Cablevision\_\_\_\_\_ Direct TV\_\_\_\_\_ Dish Network\_\_\_\_\_ Other (please name) \_\_\_\_\_
2. Which services do you receive? (check all that apply)  
Cable\_\_\_\_\_ Internet\_\_\_\_\_ Phone\_\_\_\_\_
3. Approximately, how long have you received your signal this way?  
0-2 years\_\_\_\_\_ 2-5 years\_\_\_\_\_ over 5 years\_\_\_\_\_
4. In the last 10 years have you changed the provider from the one listed above?  
Yes\_\_\_\_\_ No\_\_\_\_\_ If Yes, why? \_\_\_\_\_
5. Are you satisfied with the cable picture and sound quality?  
Very Satisfied\_\_\_\_\_ Satisfied\_\_\_\_\_ Dissatisfied\_\_\_\_\_ Don't know\_\_\_\_\_ N/A\_\_\_\_\_
6. Are you satisfied with the internet?  
Very Satisfied\_\_\_\_\_ Satisfied\_\_\_\_\_ Dissatisfied\_\_\_\_\_ Don't know\_\_\_\_\_ N/A\_\_\_\_\_
7. Are you satisfied with the phone?  
Very Satisfied\_\_\_\_\_ Satisfied\_\_\_\_\_ Dissatisfied\_\_\_\_\_ Don't know\_\_\_\_\_ N/A\_\_\_\_\_
8. Are you satisfied with the overall customer service?  
Very Satisfied\_\_\_\_\_ Satisfied\_\_\_\_\_ Dissatisfied\_\_\_\_\_ Don't know\_\_\_\_\_
9. Are you satisfied with the reliability? (Is there interruption of your cable service?)  
Very Satisfied\_\_\_\_\_ Satisfied\_\_\_\_\_ Dissatisfied\_\_\_\_\_ Don't know\_\_\_\_\_

(continued on reverse side)

10. If interruption of service occurred, which services were interrupted, how long?  
TV\_\_\_\_\_ Internet\_\_\_\_\_ Phone\_\_\_\_\_

11. Are you satisfied with the way your service provider communicates with you (written notice, email, text, voice mail, etc....)  
Very Satisfied\_\_\_\_\_ Satisfied\_\_\_\_\_ Dissatisfied\_\_\_\_\_ Don't know\_\_\_\_\_

12. Are you satisfied with your ability to reach a customer service representative?  
Very Satisfied\_\_\_\_\_ Satisfied\_\_\_\_\_ Dissatisfied\_\_\_\_\_ Don't know\_\_\_\_\_

13. If you required a service visit, did they respond in a timely manner and keep their appointment?  
Very Satisfied\_\_\_\_\_ Satisfied\_\_\_\_\_ Dissatisfied\_\_\_\_\_ Don't know\_\_\_\_\_

14. Further comments

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